MULTIMEDIA **|○|** UNIVERSITY

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FINAL EXAMINATION

TRIMESTER 2, 2018/2019

BEP3014 - ENTERPRISE SYSTEMS PLANNING AND MANAGEMENT
(All sections / Groups)

6 MARCH 2019
9:00 AM – 11:00 AM
(2 Hours)

INSTRUCTIONS TO STUDENT

1. This Question paper consists of **3** pages (excluding cover page) with **4** Questions only.

2. Attempt **ALL** questions. All questions carry equal marks and the distribution of the marks for each question is given.

3. Please write all your answers in the **Answer Booklet** provided.

Attempt **ALL** questions.

QUESTION 1

a) As Chief Technology Officer of Avengers Sdn Bhd, you are implementing ERP to assist the operations of the company. Mr Nik Mohammad Furi, the CEO of the company, suggests the following guidelines as part of the ERP success program:

- Integrate the ERP software to quickly solve the issues in the existing business process.
- Rather than "forcing" employees to use the ERP system, allow them to take their time and effort to use the ERP whenever they like.
- Hire an ERP consultancy company to be 100% responsible over the ERP implementation.
- Allow employees to learn the ERP system by themselves through trial- and-error and experience.

Based on the knowledge gained during the ERP course by Multimedia University, write a memo to support or reject the aforementioned guidelines. Include justification for your answers.

(16 marks)

b) You are the production manager of the Avengers Sdn Bhd which manufactures weapons for national defense. Discuss **THREE (3)** principles that production planners follow.

(9 marks)

[Total: 25 marks]

QUESTION 2

a) Imagine a customer walks in to a physical grocery store. The customer takes the products off the shelfs and walks away from the store. There are no human cashiers needed in the store, as the payment process is fully automated. Once the stock level drops to a certain level, an automated system would alert the vendor to replenish stocks. Using diagrams, labels, and brief explanations, design a conceptual architecture detailing the elements *RFID*, *mobile phones*, and *cloud service* to achieve this automated grocery store.

(10 marks)

b) You are working as marketing executive in Avengers Sdn Bhd. You have been using Microsoft Word and Microsoft PowerPoint, productivity software which are installed in your computer, to design an advertisement to recruit more superheroes. However, due to financial constraint, the software license of these software programs were not renewed recently; and as a result, you were not able to open the programs. Discuss "cloud computing" and "software-as-a-service", and how these technologies can help you complete your work and to reduce company costs.

(15 marks)

[Total: 25 marks]
Continued....

QUESTION 3

As a production planner of Avengers Sdn Bhd, you are responsible for the planning of manufacturing plans and raw material acquisitions for your company. Your company produces two types of weapons: Laser Gun and Plasma Rifle. Your company produces 400 weapons of per day.

a) The following table illustrates the **sales forecast** for the months of July 2019 to Dec 2019. Calculate and write down the values for A, B, and C.

(9 marks)

SALES FORECASTING	JUL	AUG	SEP	OCT	NOV	DEC
YEAR 2018	7505	8200	9600	5555	6573	6321
PROMOTION SALES FOR YEAR 2018			400	400		
YEAR 2018 BASE UNIT			A			
PROJECTED GROWTH FOR YEAR 2019: 5%			B			
PROMOTION SALES FOR YEAR 2019			400	400		
SALES FORECAST FOR YEAR 2019			C			

b) The following table illustrates the **sales and operations planning** for the months of July 2019 to Dec 2019. Based on the outputs from the **sales forecast** table and the information given, calculate and write down the values for A, B, C, D, E, and F.

(16 marks)

SOP		JUL	AUG	SEP	OCT	NOV	DEC
SALES FORE CAST				A			
PRODUCTION PLAN		8000	7000	7000	7000	7000	6000
INVENTORY	6000			B			
AVAILABLE WORKING DAYS		26	26	26	26	26	26
CAPACITY				C			
UTILIZATION (%)				D			
LASER GUN	80%			E			
PLASMA RIFLE	20%			F			

[Total: 25 marks]

QUESTION 4

a) Payroll processing is probably the most important function of a human resources department. Employees are, not surprisingly, very particular about being paid the correct amount at the correct time. Without proper management of the payroll process, employees might not be paid for all of the hours they worked, they might not be paid at the appropriate rate, or they might have too much or too little money withheld from their pay for taxes and benefits. Mistakes in payroll can cause significant job dissatisfaction. Discuss how payroll is processed with an ERP SAP system.

(10 marks)

Continued….

b) The Happy Valley Utility Company uses turnaround documents in its computerized customer accounting system. Meter readers are provided with preprinted computer forms, each containing the account number, name, address, and previous meter readings obtained from the customer master file. Each form also contains a formatted area in which the customer's current meter reading can be marked in pencil. After marking their rounds, meter readers turn in batches of these forms to the computer data preparation department, where they are processed by a mark-sense document reader that transfers their contents to a magnetic tape.

This magnetic tape file is used as input for two computer runs. The first run sorts the transaction records on the tape into sequential order by customer account number. On the second run, the sorted transaction tape is processed against the customer master file, which is stored on a magnetic disk. Second-run outputs are (1) a printed report listing summary information and any erroneous transactions detected by the computer's and (2) customer's bills printed in a special OCR-readable font. The bills are then mailed to the customers for payment.

Prepare a system flowchart of the billing operation, commencing with the computer preparation of the meter reading forms and ending with the mailing of customer bills.

(15 marks)

[Total: 25 marks]

End of Page.